

Complaints and Grievances Form

Lead Institute will acknowledge your complaint in writing, including the outcome.
Please refer to our Complaints and Grievances Policy and Procedure before completing this form.

Section A – student to complete	
Personal details	
Date:	Course Name:
Student Name:	Course Start Date:
Student Number:	Student Address:
Trainer Name:	Student Contact Number:
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Complaint/Grievance Details - <i>Please provide as much detail as you can for your Complaint/Grievance application.</i>	
Student Signature:	
Section B – Lead Institute Trainer/Customer Relations to complete	
Complaint/Grievance Resolution Details - <i>Please provide as much information as possible regarding the resolution that has been offered to the student.</i>	
Complaint/Grievance Outcome	
Complaint/Grievance satisfactorily resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If “No”, provide more information of what is still required:	
Date set for next Complaint/Grievance Process:	
Trainer/Customer Relations Signature:	Date:
Student Signature:	Date:

